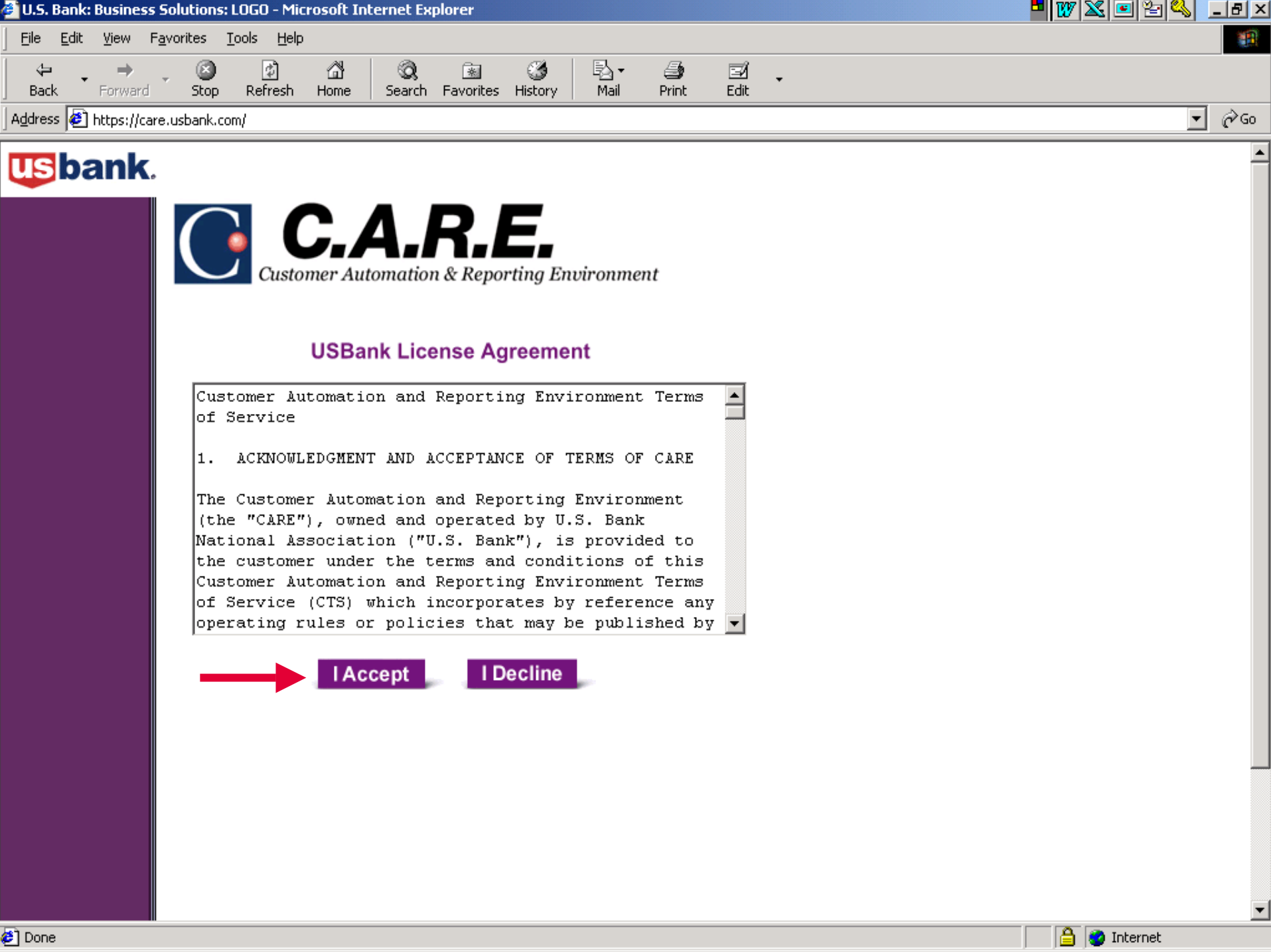
# Cardholder On-Line Self-Registration

- August 1st - OLR Reintroduced to 4 MACOMs
  - CFSC  TRADOC  FORSCOM  MEDCOM
- Positive Results  Avg # Users 25 per day
- No C.A.R.E Performance Issues
- September 1st - Tentative Scheduled Army Usage
- Functionality ONLY for Cardholders


U.S. Bank: Business Solutions: LOGO - Microsoft Internet Explorer
File Edit View Favorites Tools Help
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Address https://care.usbank.com/
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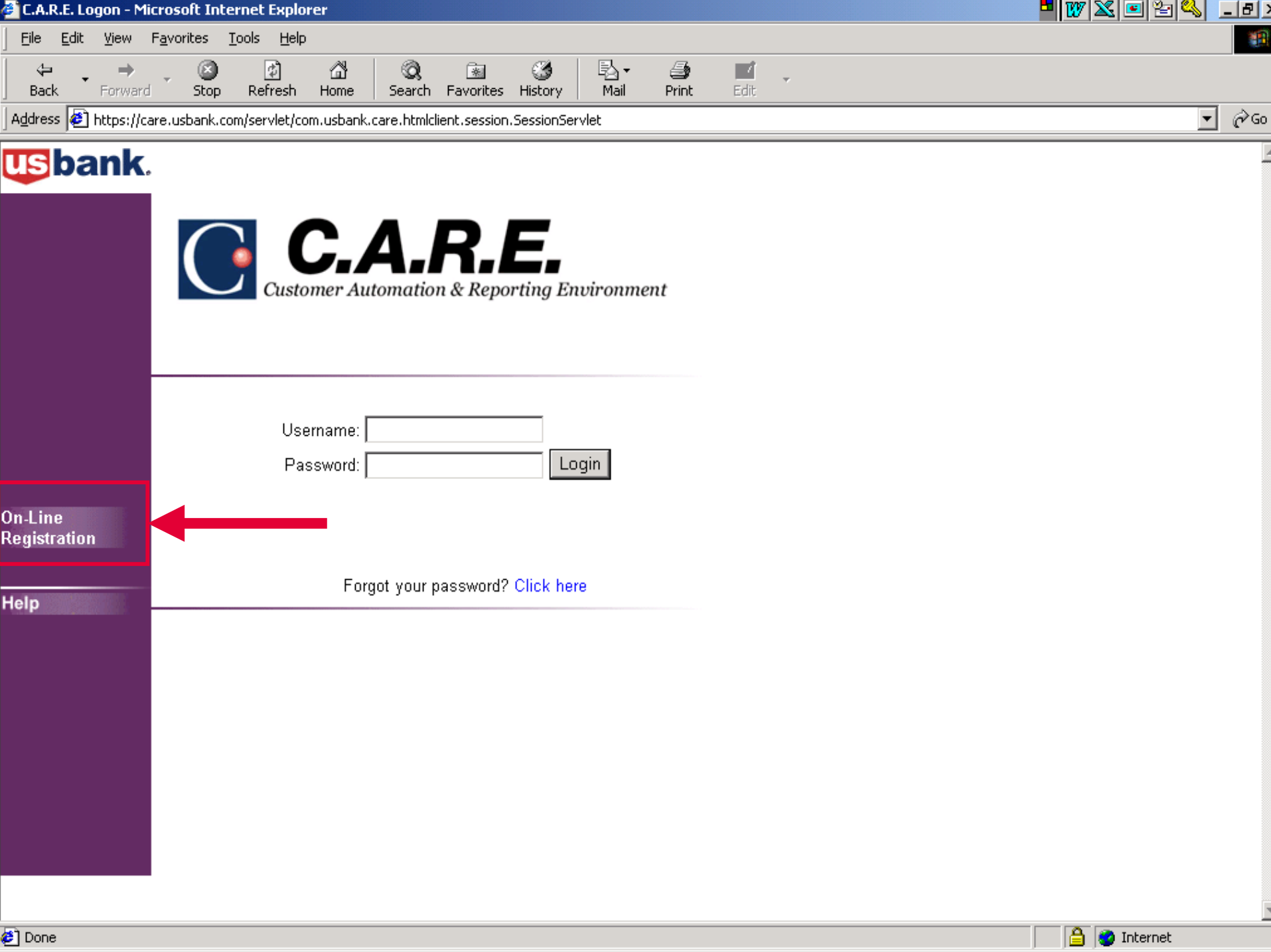
C.A.R.E.
Customer Automation & Reporting Environment
USBank License Agreement
Customer Automation and Reporting Environment Terms of Service
1. ACKNOWLEDGMENT AND ACCEPTANCE OF TERMS OF CARE
The Customer Automation and Reporting Environment (the "CARE"), owned and operated by U.S. Bank National Association ("U.S. Bank"), is provided to the customer under the terms and conditions of this Customer Automation and Reporting Environment Terms of Service (CTS) which incorporates by reference any operating rules or policies that may be published by
I Accept
I Decline
Done
Internet


C.A.R.E. Logon - Microsoft Internet Explorer
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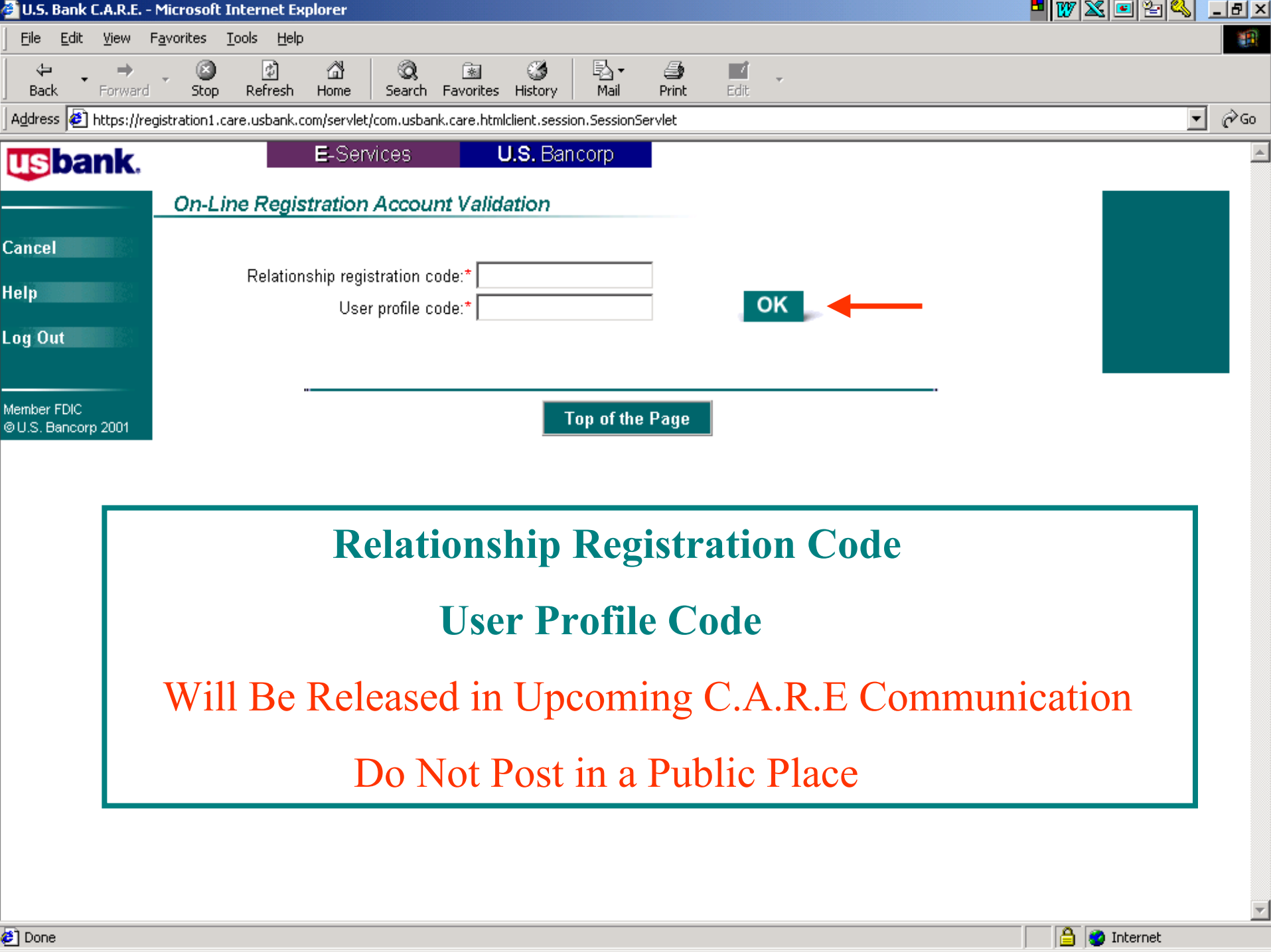
Address https://care.usbank.com/servlet/com.usbank.care.htmlclient.session.SessionServlet
Go
usbank.
C.A.R.E.
Customer Automation & Reporting Environment
Username:
Password:
Login
On-Line Registration
Help
Forgot your password? Click here
Done
Internet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Address https://registration1.care.usbank.com/servlet/com.usbank.care.htmlclient.session.SessionServlet
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E-Services
U.S. Bancorp
On-Line Registration Account Validation
Cancel
Help
Log Out
Member FDIC
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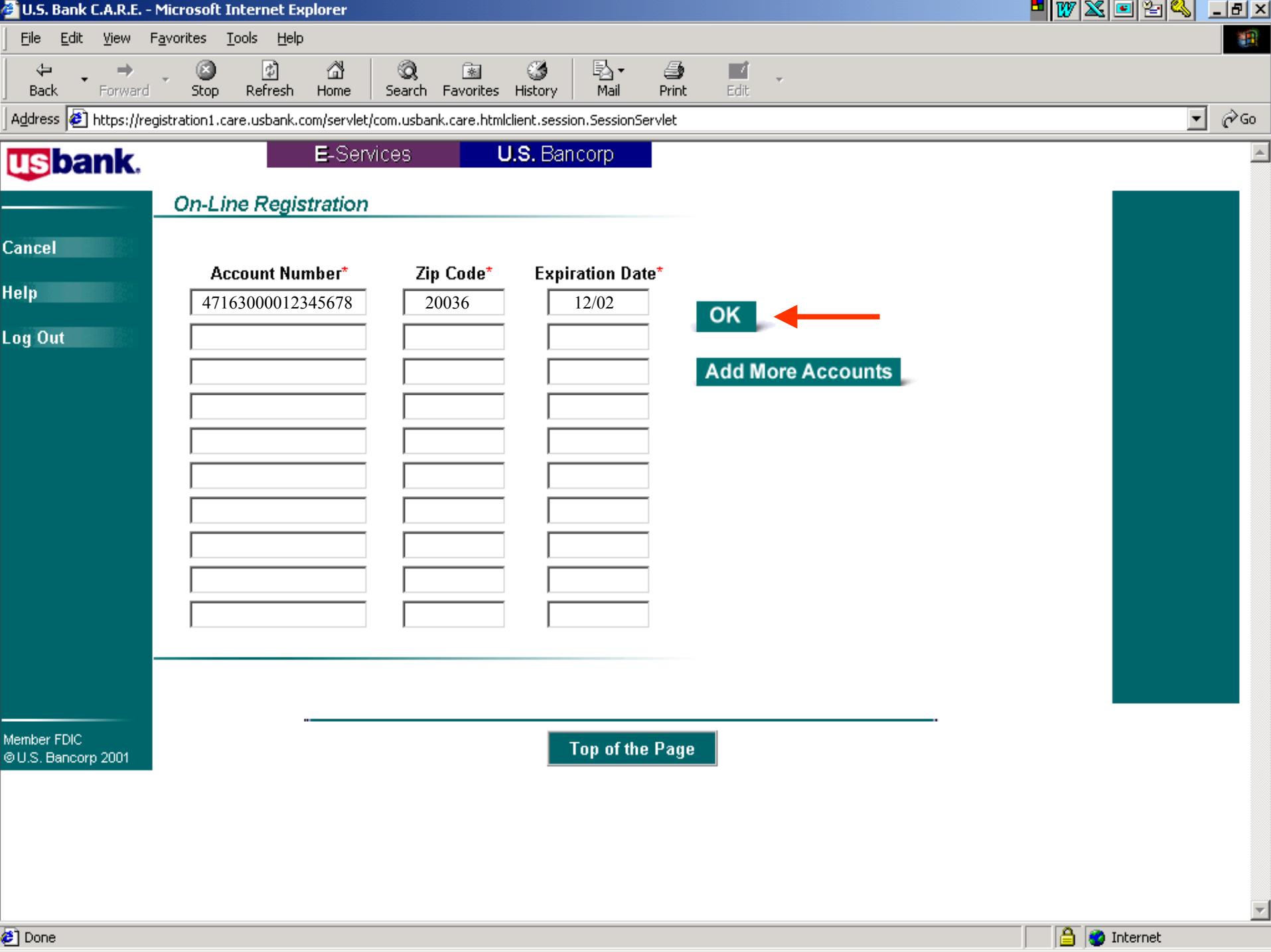
Relationship registration code:*
User profile code:*
OK
Top of the Page
Relationship Registration Code
User Profile Code
Will Be Released in Upcoming C.A.R.E Communication
Do Not Post in a Public Place
Done
Internet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Go
usbank.
E-Services
U.S. Bancorp
On-Line Registration
Cancel
Help
Log Out
Account Number*
Zip Code*
Expiration Date*
47163000012345678
20036
12/02
OK
Add More Accounts
Member FDIC
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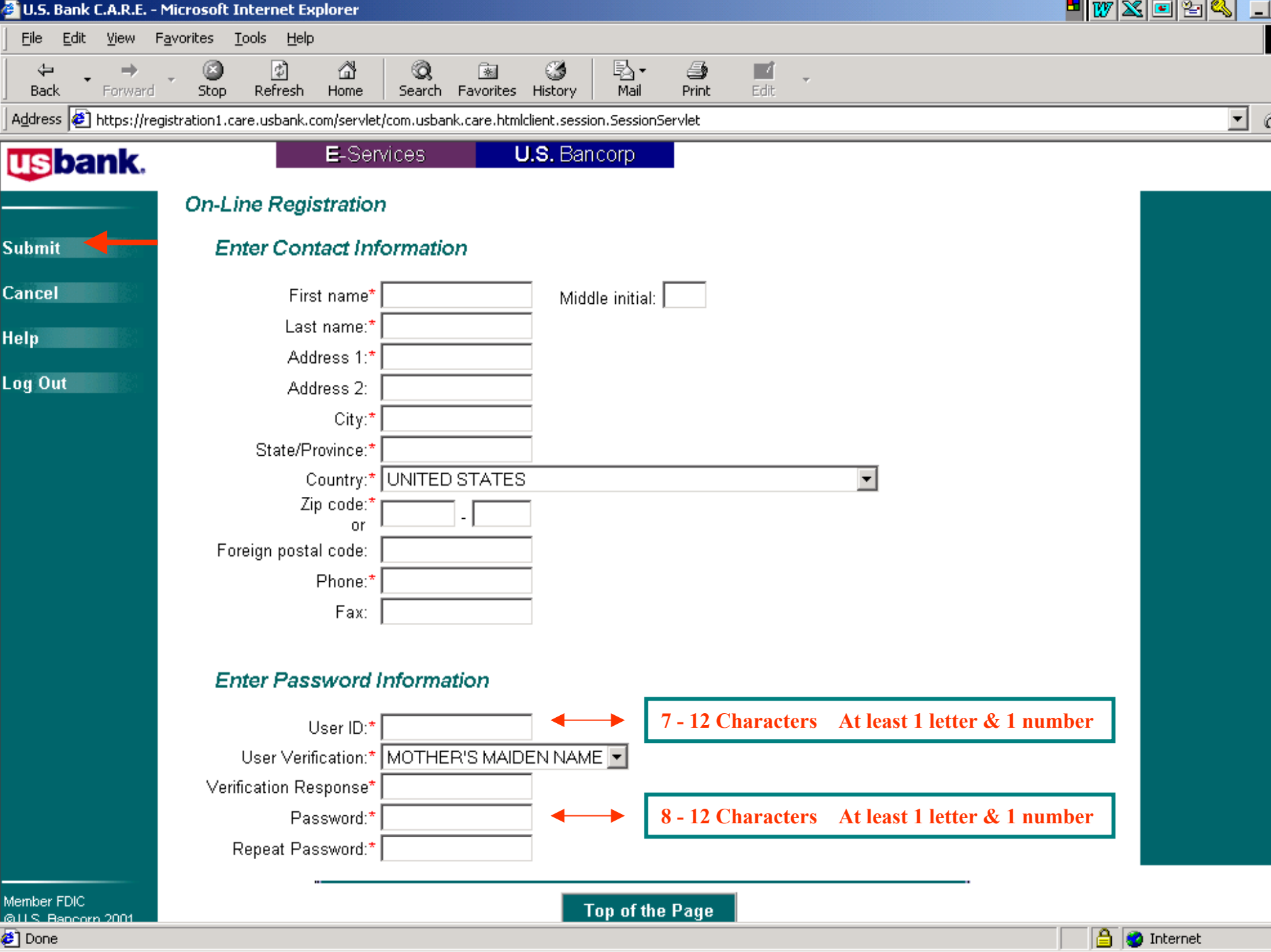
Done
Internet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E-Services
U.S. Bancorp
Submit
Cancel
Help
Log Out
On-Line Registration
Enter Contact Information
First name*
Middle initial:
Last name:*
Address 1:*
Address 2:
City:*
State/Province:*
Country:* UNITED STATES
Zip code:*
or
Foreign postal code:
Phone:*
Fax:
Enter Password Information
User ID:*
7 - 12 Characters At least 1 letter & 1 number
User Verification:* MOTHER'S MAIDEN NAME
Verification Response*
Password:*
8 - 12 Characters At least 1 letter & 1 number
Repeat Password:*
Top of the Page
Member FDIC
©U.S. Bancorp 2001
Done
Internet

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ddress https://registration1.care.usbank.com/servlet/com.usbank.care.htmlclient.session.SessionServlet

usbank.

C.A.R.E.
*Customer Automation & Reporting Environment*

On-line registration was successful.
To return to login screen, click C.A.R.E.

Done
Internet

# Cardholder OLR

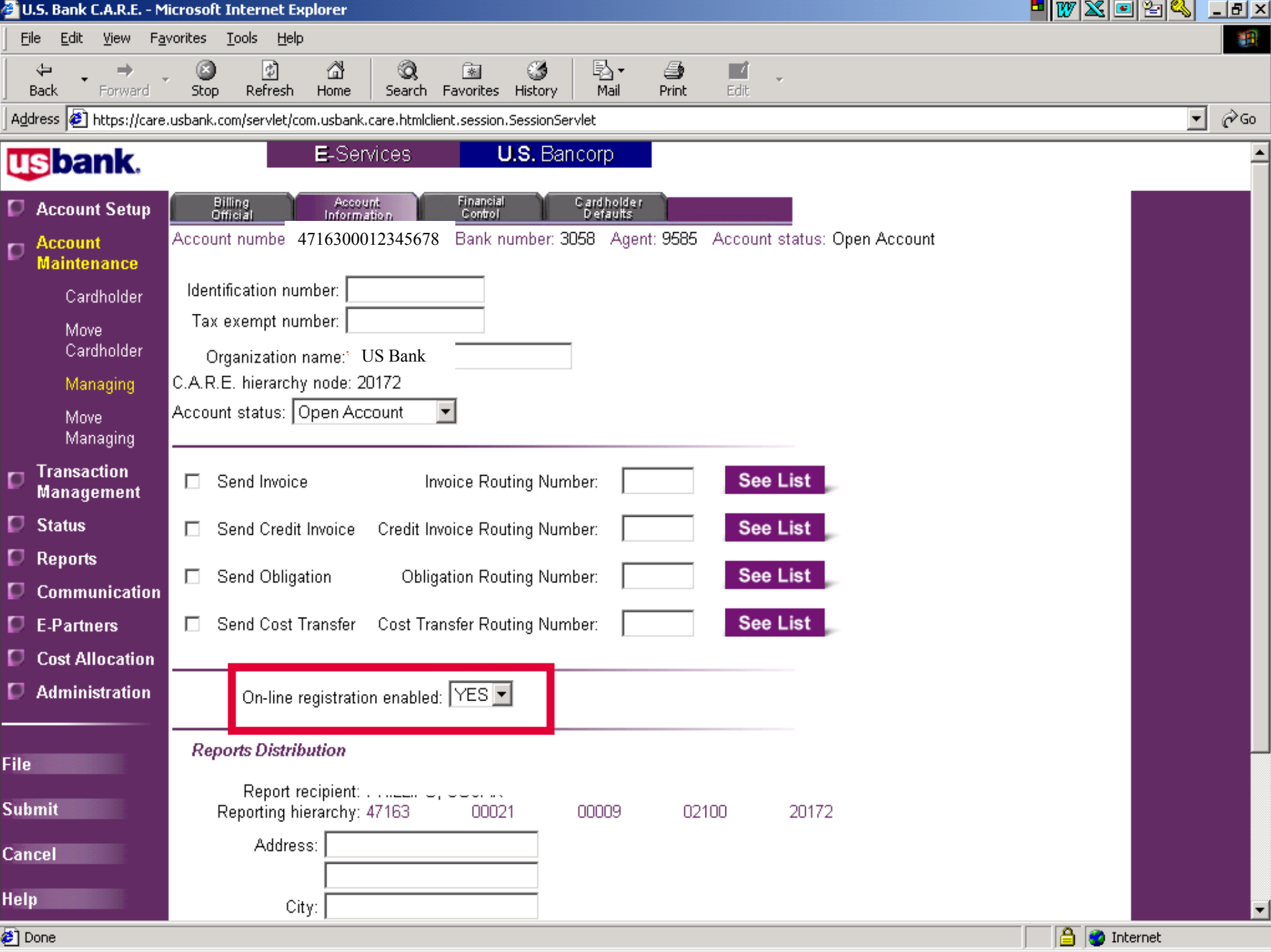
## Requirements

- Relationship Code
- User Profile Code

- Account Number
- Zip Code
- Expiration Date

## Conditions

- Account must not have C.A.R.E. ID attached (inactive status)
- Account must not be in “T9” Status
- Managing Account
  - On-Line Registration Enabled - YES
  - A/OPC Responsibility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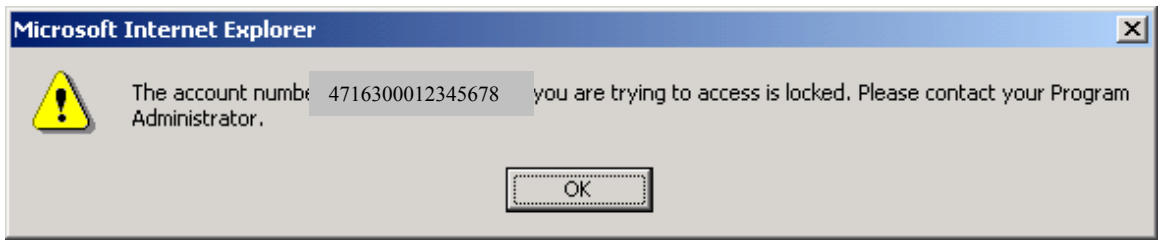
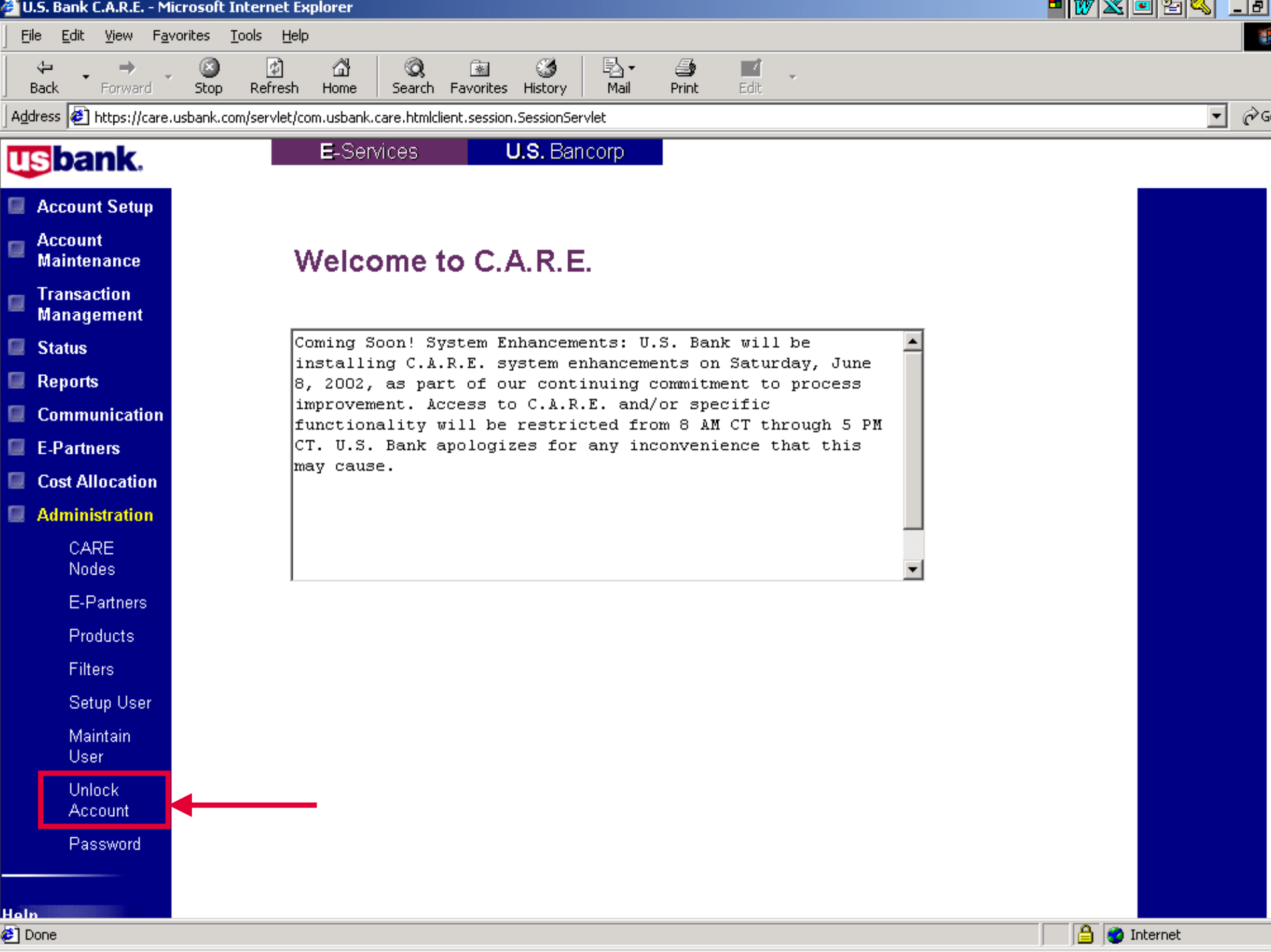
E-Services
U.S. Bancorp
Account Setup
Account Maintenance
Cardholder
Move Cardholder
Managing
Move Managing
Transaction Management
Status
Reports
Communication
E-Partners
Cost Allocation
Administration
File
Submit
Cancel
Help
Billing Official
Account Information
Financial Control
Cardholder Defaults
Account numbe 4716300012345678 Bank number: 3058 Agent: 9585 Account status: Open Account
Identification number:
Tax exempt number:
Organization name: US Bank
C.A.R.E. hierarchy node: 20172
Account status: Open Account
Send Invoice
Invoice Routing Number:
See List
Send Credit Invoice
Credit Invoice Routing Number:
See List
Send Obligation
Obligation Routing Number:
See List
Send Cost Transfer
Cost Transfer Routing Number:
See List
On-line registration enabled: YES
Reports Distribution
Report recipient:
Reporting hierarchy: 47163 00021 00009 02100 20172
Address:
City:
Done
Internet

# A/OPC Unlocking Account

- Cardholder  3 attempts
- Example  -  Expiration Date Format  xx/xx




- High Level Task - Administration
  - Unlock Account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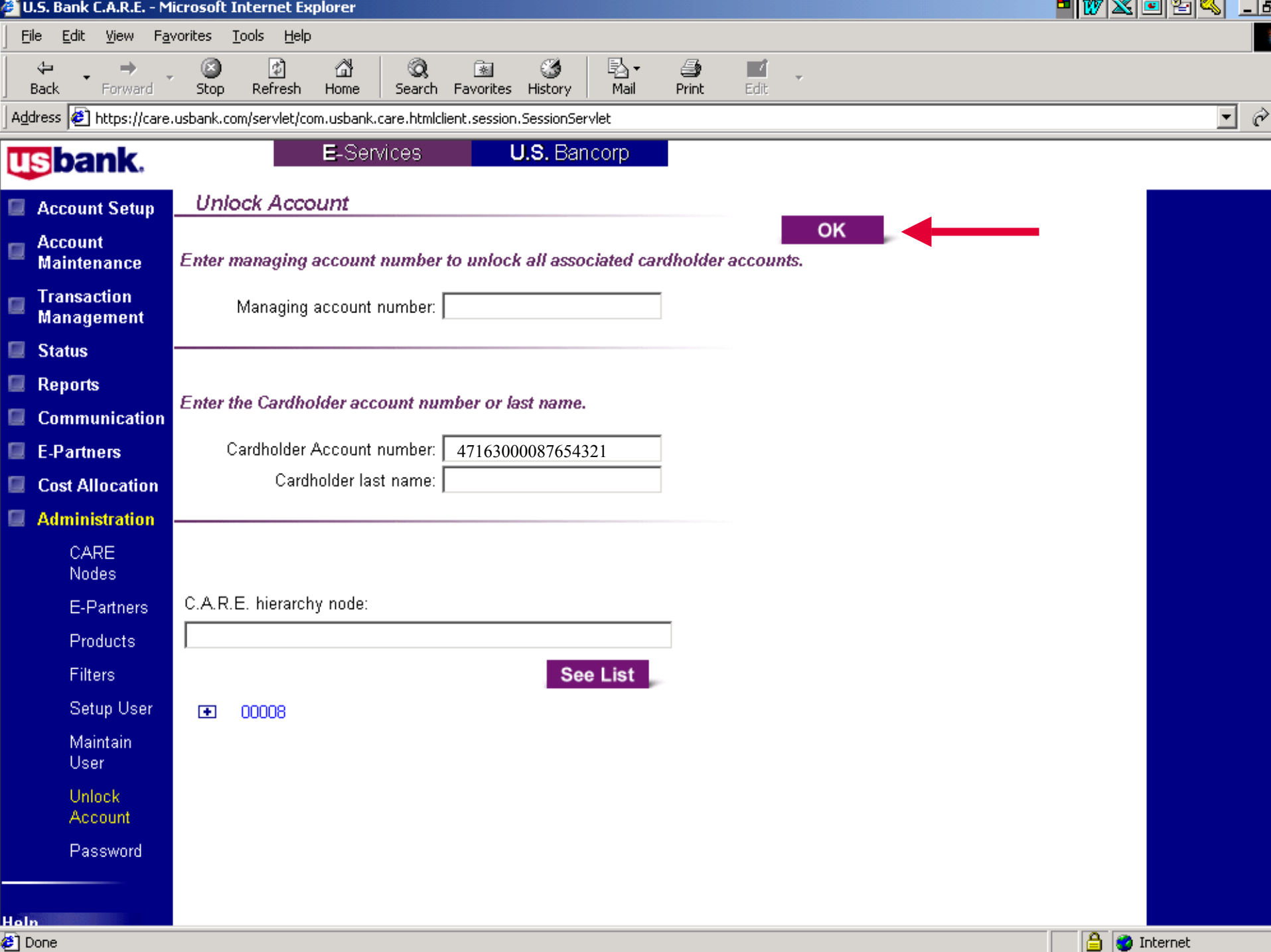
Address https://care.usbank.com/servlet/com.usbank.care.htmlclient.session.SessionServlet
usbank.
E-Services
U.S. Bancorp
Account Setup
Account Maintenance
Transaction Management
Status
Reports
Communication
E-Partners
Cost Allocation
Administration
CARE Nodes
E-Partners
Products
Filters
Setup User
Maintain User
Unlock Account
Password
Help
Welcome to C.A.R.E.
Coming Soon! System Enhancements: U.S. Bank will be installing C.A.R.E. system enhancements on Saturday, June 8, 2002, as part of our continuing commitment to process improvement. Access to C.A.R.E. and/or specific functionality will be restricted from 8 AM CT through 5 PM CT. U.S. Bank apologizes for any inconvenience that this may cause.
Done
Internet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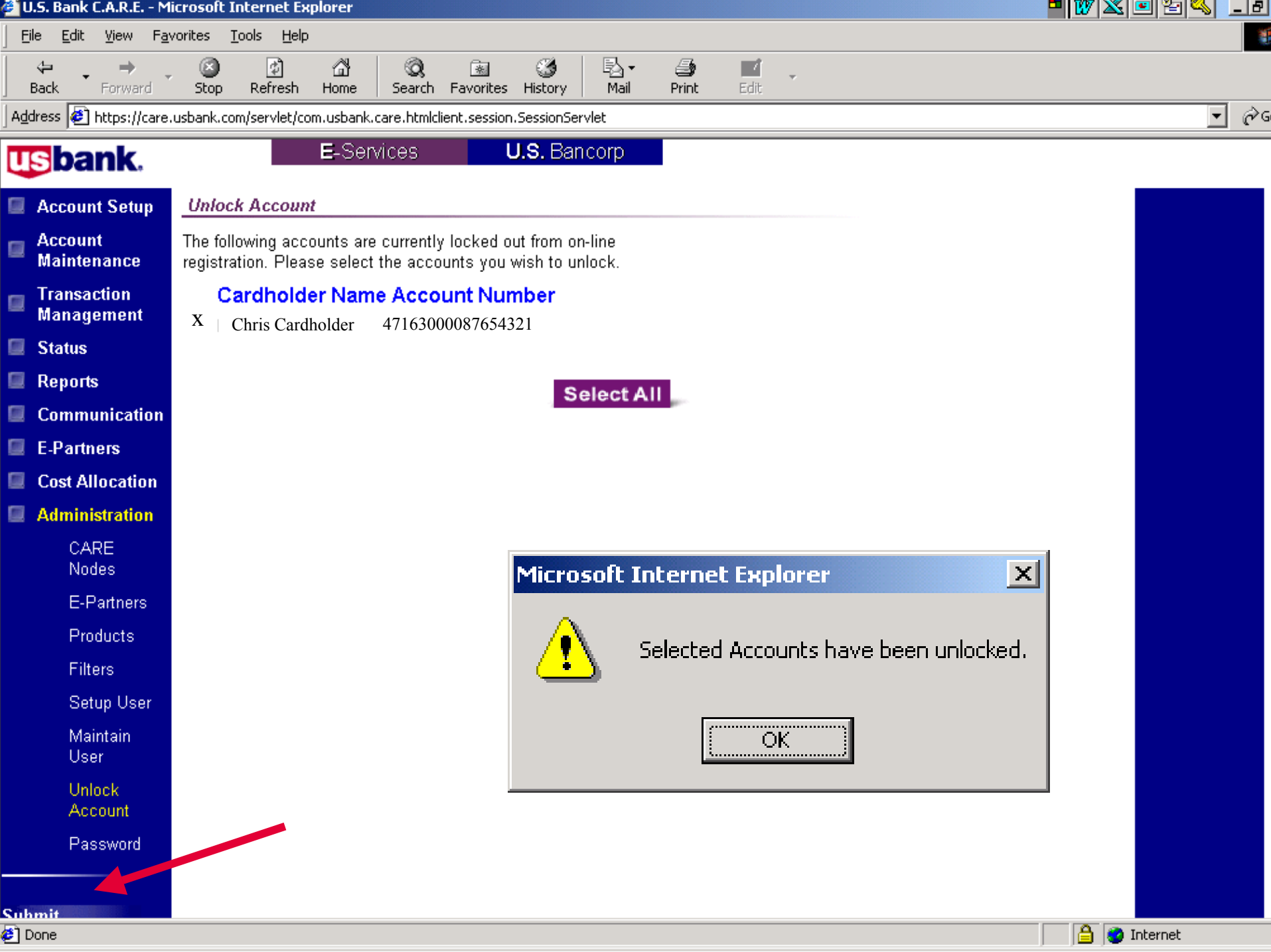
E-Services
U.S. Bancorp
Account Setup
Account Maintenance
Transaction Management
Status
Reports
Communication
E-Partners
Cost Allocation
Administration
CARE Nodes
E-Partners
Products
Filters
Setup User
Maintain User
Unlock Account
Password
Help
Unlock Account
OK
Enter managing account number to unlock all associated cardholder accounts.
Managing account number:
Enter the Cardholder account number or last name.
Cardholder Account number: 47163000087654321
Cardholder last name:
C.A.R.E. hierarchy node:
See List
00008
Done
Internet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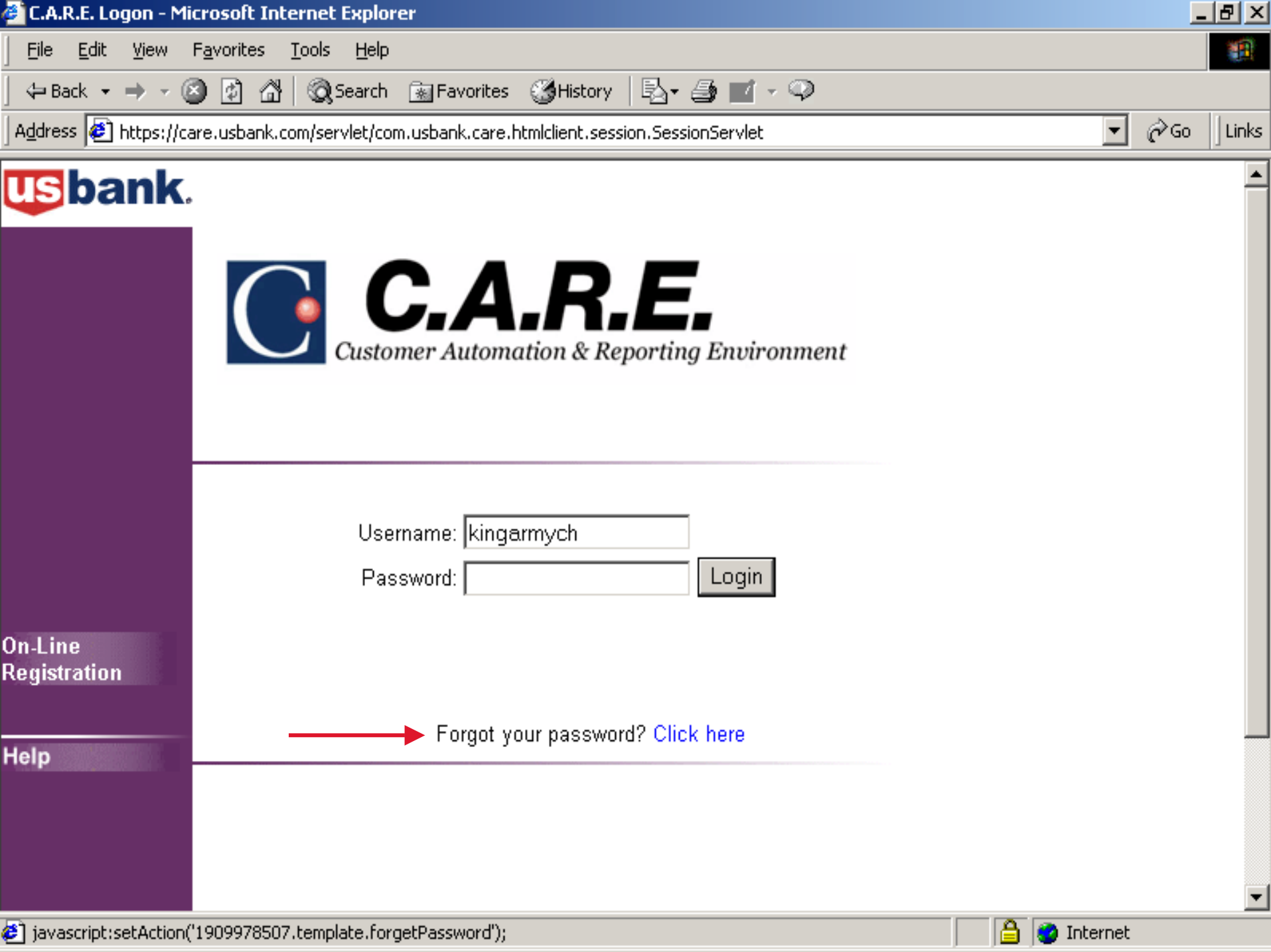
E-Services
U.S. Bancorp
Account Setup
Account Maintenance
Transaction Management
Status
Reports
Communication
E-Partners
Cost Allocation
Administration
CARE Nodes
E-Partners
Products
Filters
Setup User
Maintain User
Unlock Account
Password
Submit
Unlock Account
The following accounts are currently locked out from on-line registration. Please select the accounts you wish to unlock.
Cardholder Name Account Number
X Chris Cardholder 47163000087654321
Select All
Microsoft Internet Explorer
Selected Accounts have been unlocked.
OK
Done
Internet


C.A.R.E. Logon - Microsoft Internet Explorer
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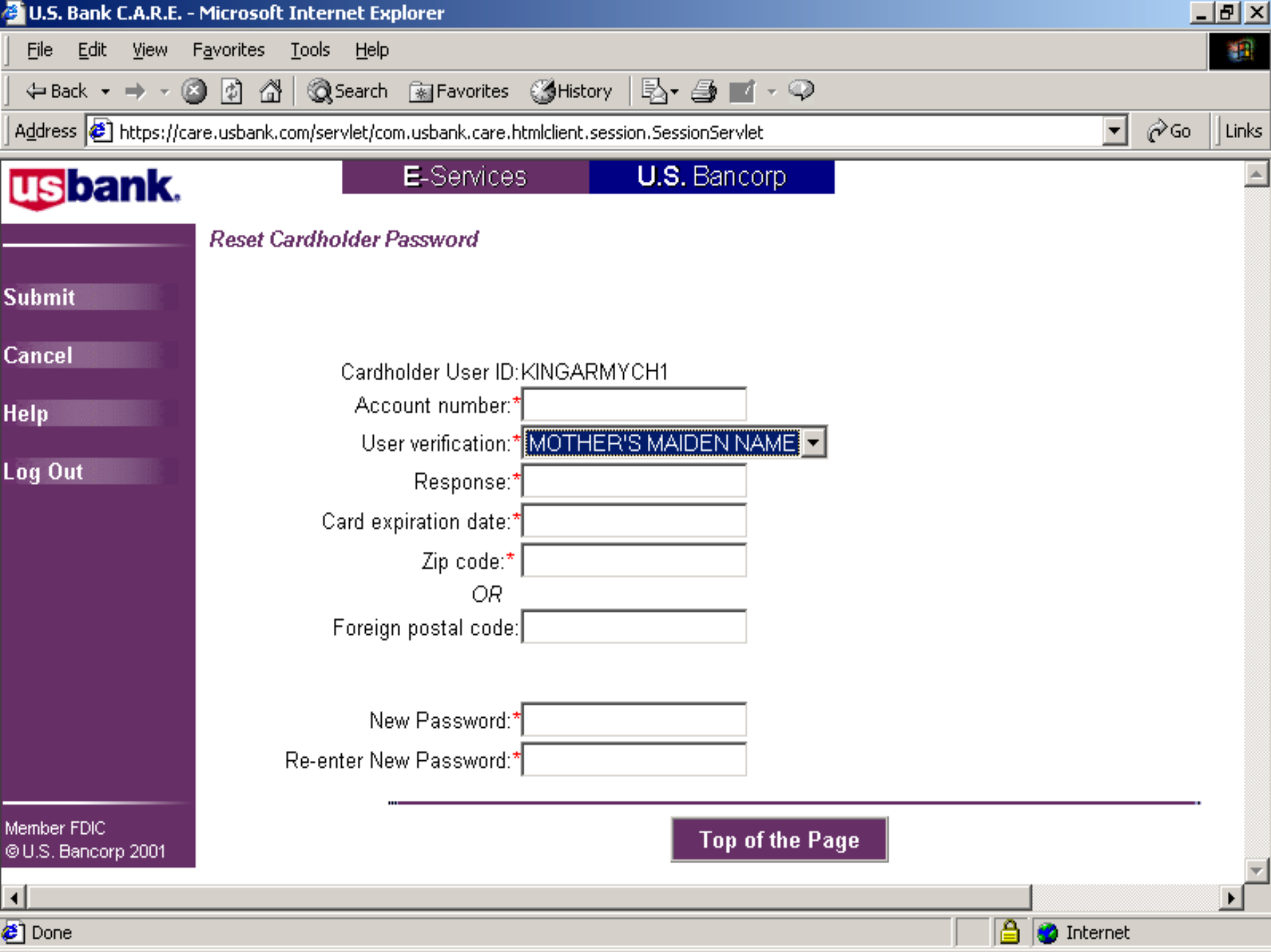
Go Links
usbank.
C.A.R.E.
Customer Automation & Reporting Environment
Username: kingarmych
Password:
Login
On-Line Registration
Help
Forgot your password? Click here
javascript:setAction('1909978507.template.forgetPassword');
Internet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Address https://care.usbank.com/servlet/com.usbank.care.htmlclient.session.SessionServlet
Go Links
usbank.
E-Services
U.S. Bancorp
Reset Cardholder Password
Submit
Cancel
Help
Log Out
Cardholder User ID:KINGARMYCH1
Account number:*
User verification:* MOTHER'S MAIDEN NAME
Response:*
Card expiration date:*
Zip code:*
OR
Foreign postal code:
New Password:*
Re-enter New Password:*
Top of the Page
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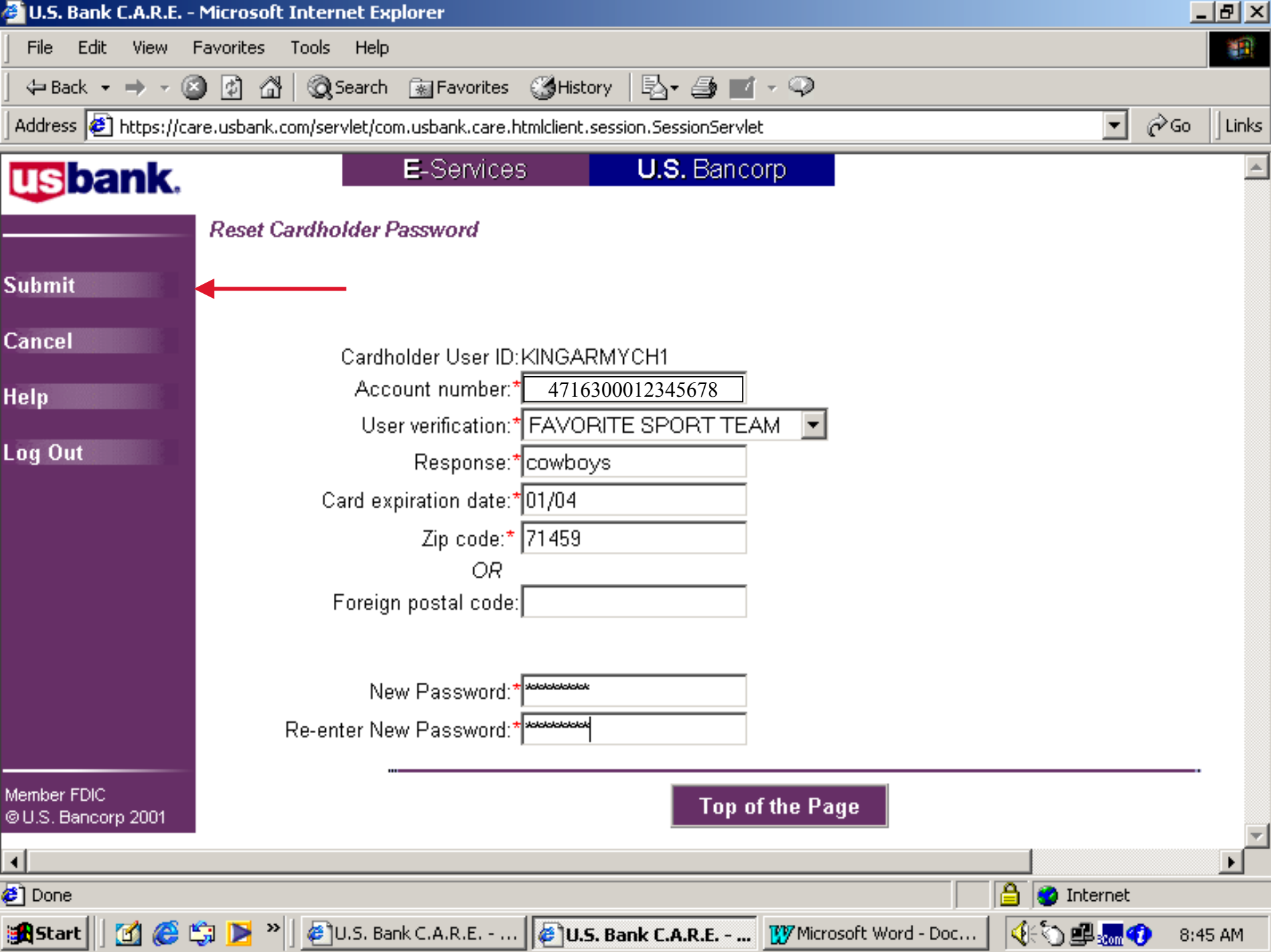
Done
Internet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Go Links
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E-Services
U.S. Bancorp
Reset Cardholder Password
Submit
Cancel
Help
Log Out
Cardholder User ID: KINGARMYCH1
Account number:* 4716300012345678
User verification:* FAVORITE SPORT TEAM
Response:* cowboys
Card expiration date:* 01/04
Zip code:* 71459
OR
Foreign postal code:
New Password:*
Re-enter New Password:*
Top of the Page
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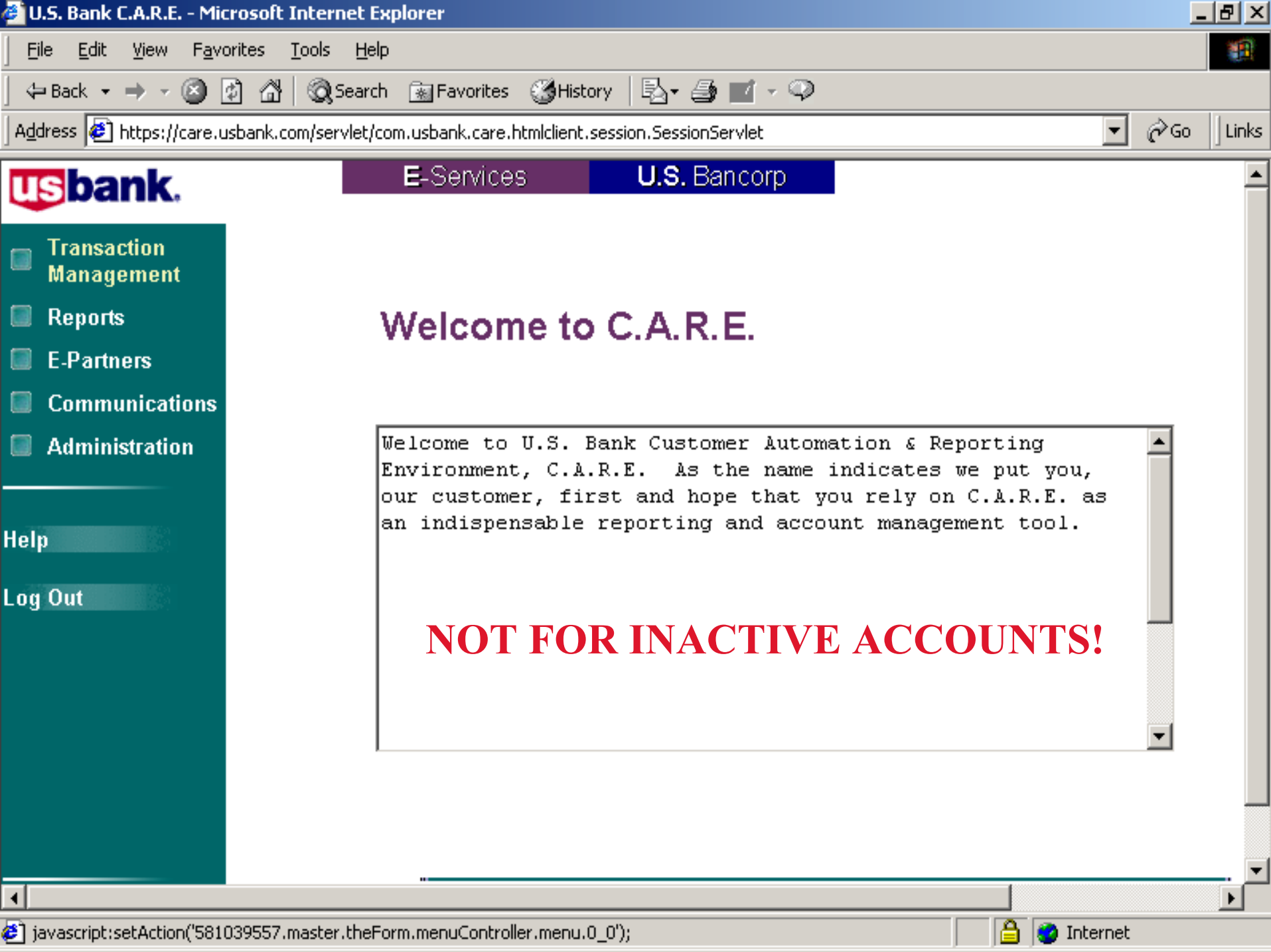
Done
Internet
Start
U.S. Bank C.A.R.E. - ...
U.S. Bank C.A.R.E. - ...
Microsoft Word - Doc...
8:45 AM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Transaction Management
Reports
E-Partners
Communications
Administration
Help
Log Out
Welcome to C.A.R.E.
Welcome to U.S. Bank Customer Automation & Reporting Environment, C.A.R.E. As the name indicates we put you, our customer, first and hope that you rely on C.A.R.E. as an indispensable reporting and account management tool.
NOT FOR INACTIVE ACCOUNTS!
javascript:setAction('581039557.master.theForm.menuController.menu.0_0');
Internet

# OLR Resources

- Unlocking Account
  - A/OPC
  - USB Customer Service 888-994-6722 (cardholders)
- Forgotten Password
  - Cardholder
  - Active Accounts Only!
- Communications & Training Website
  - User Guide to On-Line Registration
- A/OPC ONLY
  - Technical Assistance Help Desk 800-254-9885
- Cardholder ONLY
  - USB Customer Service 888-994-6722